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Owner Margaret Refour

Area Care of Patient

Applicability HCA Florida Lake  
Monroe Hospital

## Patient Visitation and Care Partners, COP.033

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### SCOPE:

All Lake Monroe Hospital employees and departments as defined within their scope of practice and/or job description.

### PURPOSE:

To provide patient directed visitation, identification of patient care partners and to recognize our commitment to provide visitation in accordance with our non-discrimination policy which provides access without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identify, gender expression, sexual orientation, and/or other legally protected classification.

### STATEMENT:

The diagnosis and treatment of illness and disease can result in a range of stressful circumstances for patients, their families, and significant others. Most patients and families require assistance and support, at different times and in different ways, from those who are important to them. This support may involve someone to assist in decisions about medical care, to provide companionship, or someone to provide care in the home after treatment. For some patients, their support may come from immediate family members. For other patients, their support may include other relatives, neighbors, friends, co-workers or clergy. Guidelines for the participation of individuals spending time with the patient should be flexible in order to respond to the diverse and changing needs and preferences of each patient. Time and treatment may alter patient wants, desires or needs. Staff will recognize and honor a patient's wishes regarding family and guest presence to the fullest extent possible while maintaining the confidentiality and privacy of other patients, and in keeping with infection prevention practices.

## Definitions

### ***Family or Family Member:***

The terms "family" or "family member" are understood and interpreted to include any person(s) who plays a significant role in an individual's socio-emotional life. This may include a person(s) not legally related to the individual. Members of "family" may include spouses, domestic partners, and both different-sex and same-sex significant others. "Family" may include a minor patient's parents, regardless of the gender of either parent. Solely for purposes of this policy, the concept of parenthood is to be liberally construed without limitation as encompassing biological parents, legal parents, foster parents, same-sex parents, step-parents, those serving in loco parentis, and other persons operating in caretaker roles, consistent with applicable law. In short, "family" is whoever the patient says it is.

### ***Guest:***

A "guest" is defined as anyone who visits the patient.

### ***Patient Care Partner:***

A "Patient Care Partner" is defined as the person(s) designated by the patient to participate in their care during their hospitalization. Participation in care will be defined by the patient and/or the care partner to the degree to which they are comfortable. The Care Partner will also serve as the communication link to other family members regarding the patient's progress. The Care Partner may stay with the patient after normal visiting hours.

## POLICY:

1. Lake Monroe Hospital has a patient-driven visitation policy. Visiting is allowed unless contraindicated by the patient's condition or the patient/physician requests visiting restrictions. Due to extenuating circumstances there are times when visitation must be limited. See attachment A which discusses limitations due to Covid-19.
2. The hours of 2:00pm-4:00pm & 10:00pm-8am are considered the 'quiet hours' for all units. During this time it is expected that all departments will maintain a quiet environment. Visitors are requested to respect 'quiet hours' and act in a manner conducive to maintaining a quiet environment that supports rest or sleep. Expected actions to maintain a quiet environment include:
  - Keeping voices low
  - Keeping electronic equipment such as TVs and radios at low volume
  - Being mindful that doors may be noisy and not allowing them to slam
  - Using caution not to bump items
  - Educating visitors of 'quiet hours'
  - Utilizing the partial closing of doors or complete closing of doors when necessary and safe to do so to provide a quieter environment
  - Limit utilization of the elevators adjacent to patient rooms (east and west banks)
3. Patients will be invited to identify a "Patient Care Partner", who will be embraced as a member of the care team.

## PROCEDURE:

### ***Patient Care Partners:***

1. The patient will be asked by the nurse if they would like to designate a Care Partner. The patient may have more than one designated Care Partner; however only one at a time should stay with the patient during quiet hours.
2. Patient Care Partners are granted full access to the patient at all times, regardless of their location within the facility (except for sterile procedures).
3. All Care Partners will go through guest relations or security daily to obtain a guest pass with their picture.
4. Staff will make every effort to make a Care Partner's stay with the patient comfortable.
5. Staff will encourage and provide the Care Partner with the knowledge to participate in the patient's care to the extent both they and the patient are comfortable. They should be encouraged to check with the nurse if they are not sure of what they can or should be doing. Activities they may wish to participate in include but are not limited to:
  - Assisting in feeding the patient;
  - Assisting in bathing and personal hygiene for the patient;
  - Alerting the nurse if the patient tries to get out of bed;
  - Keeping the patient on their side to relieve skin pressure;
  - Keeping the arm straight if the IV is in an awkward position;
  - Letting the nurse know if they feel a change in the patient's status is occurring;
  - Helping the patient to move their arms and legs while they are unable to get out of bed;
  - Communication with caregivers through use of the Patient Diary.

Note: The designation of Care Partner does not dismiss the requirement to provide the Patient Information Passcode (PIP) to obtain patient information.

6. Let the Care Partner know that if they are in a semi-private room there may be times when they are asked to briefly step out of the room for the other patient's privacy and they will be notified when they may return.

### ***General Family and Other Guests:***

1. In general, guests are welcome between 6:00am and 8:00pm unless one or more of the following considerations are noted, or other special circumstances apply as described in this policy.

The patient or the patient's care partner, in conjunction with the registered nurse and healthcare team, may make limitations. Family/others will not be denied access to the patient without a legitimate reason, as determined by the Hospital. Special considerations that determine the amount of time guests spend with the patient may include:

- a. The critical nature of certain units, as well as the clinical and emotional needs of the patient. Having family present must not put the patient at risk or bring the patient harm. Examples include: exhaustion, over stimulation, or marked increase in agitation. However, it should be noted that often times it is family presence that will mitigate the aforementioned.
  - b. Guest's inability to meet hospital infection prevention and control policies.
  - c. Limitations are requested by the patient or patient's designated care partner.
  - d. Patient, family or staff safety issues.
  - e. Persons with prohibitive legal documentation, such as applicable restraining orders, will not be allowed to visit.
2. Children should always be accompanied by an adult other than the patient. If a child's presence is not in the patient's best interest, there are a variety of ways other than physical presence that children can stay in touch with their loved ones. These include sending notes or letters, poems, artwork, tapes of talking, reading or singing, photos and by making phone calls. Children can only be present if they are able to comply with isolation and/or infection control precautions.
3. Identification and Guest Passes

a. Guest Passes (During Business Hours):

The primary point of entry into the hospital is through the Main Lobby. Hospital representatives will be posted at the following entrance/exit points during the hours shown and will issue guest passes.

Locations	Hours
Main Lobby	6:00am – 6:00 pm Weekdays 8:00am - 8:00 pm Weekends and Holidays
Emergency Department (ED Visitors Only)	8:00am – 8:00pm Daily

Passes will be issued using the Fast Pass System. Upon arrival a guest will be asked for his/her identification. The Driver's License will be swiped and the information saved in the Fast Pass System. A picture of the guest is then obtained and a pass printed. Passes will be valid only for the day issued. Guests are instructed that they must display their guest pass at all times while they are in the facility. As part of our hospital security plan, staff will either challenge or contact Security if:

- The badge is outdated
- The guest is not wearing a badge at all
- A guest is observed in an area different from the destination listed on their badge

b. Guest Passes (After Business Hours; 8:00pm – 8:00am Daily)

The Emergency Department is designated as the entrance/exit point for guests and/or Care Partners requesting entrance after hours. The Security Officer will contact

the nursing unit and verify if a guest is able to go to the patient's bedside after hours. If the Charge Nurse of the unit grants permission, the security Officer will issue an after-hours Guest Pass and direct the individual to the unit.

#### 4. Compliance

There may be unique and extenuating circumstances (i.e., imminent death, impending surgery, etc.) that require compassionate exceptions for non-designated patient care partners to these guidelines. The registered nurse and the health care team, using professional judgment and in collaboration with the patient or the patient's designated care partner, will consider the unique family circumstances and patient needs when applying these guidelines. In these circumstances, to the greatest extent feasible, guests will be allowed brief visits.

#### 5. Meals

A guest tray may be provided to visitors and care partners for breakfast, lunch and /or dinner at a cost determined by the FANS department. A guest tray can be obtained by calling ext. \*20999. The cost of each guest tray may be waived at the discretion of the Food Services Department. (i.e. patient is at end of life, patient's care partner is helping care for the patient, etc.).

## All Revision Dates

4/12/2022, 1/27/2021, 10/29/2015, 11/1/2013, 11/22/2011, 5/24/2011

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## Attachments

[Facility Access by Risk Level . COVID. NFD revision 11092021.pdf](#)

## Approval Signatures

Step Description	Approver	Date
Chief Nursing Officer	Margaret Refour: CNO	4/12/2022
	Margaret Refour: CNO	4/12/2022